

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Brad MortonPriority: Respond Within Five DaysOpinion No. 2006 - 51223Date: 4/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

William

Jones

Account Name:

William Jones

Home: (480) 000-0000Street:

n/a

Work:City:

Gold Canyon

CBR:State:

AZ Zip: 85218

is:Utility Company: Gold Canyon Sewer CompanyDivision:

Sewer

Contact Name:Contact Phone:Nature of Complaint:

Docket No SW 02519A-06-0015

Sent: Tuesday, April 18, 2006 11:53 AM
To: Bradley Morton
Subject: Gold Canyon Sewer Rates

Dear Sir: I am writing to complain about the Gold Canyon Sewer Company raising our rates a 101%. We are now paying \$35.00 a month and they want to raise it to \$70.00 a month. We are senior citizens living in Arizona 6 months out of the year, here in Arizona in a senior community in Gold Canyon Arizona. We live in a home in Indiana and they charge water and sewer rates together according to your use of water by gallons per month for your sewer rates. When we leave IN and AZ for 6 months, we turn off the water. So not a drop of water goes through the sewer. In Indiana we pay a minimum rate for water and sewer, when we are not at home and the water is turned off. Here in Arizona we pay the monthly sewer bill at the full rate, when the water is turned off. I do not understand why the company does not do something like this in Arizona and give us a break for not using the sewer for 6 months. Also we do not understand the ridiculous doubling of the rate at this time. Also there was a previous assurance from the Sewer Company as to no raise related to their modifications at the sewer plant. Needless to say we are not happy about this rate increase.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, April 18, 2006 2:27 PM
To: 'William Jones'
Subject: RE: Gold Canyon Sewer Rates

AZ CORP COMMISSION
DOCUMENT CONTROL

2007 APR 19 A 9:15

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr Jones,

I am in receipt of your opinion regarding the Gold canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners are aware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51223

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51227

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Donald F.

Anderson

Account Name:

Donald F. Anderson

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

Sent: Tuesday, April 18, 2006 12:59 PM

To: Bradley Morton

Subject: GOLD CANYON SEWER COMPANY

04 18 2006

THIS IS A COMPLAINT. GOLD CANYON SEWER COMPANY WANTS TO DOUBLE OUR SEWER RATES, FROM \$35 TO \$70 DOLLARS A MONTH, THIS IS A JOKE THEY SHOULD LOWER THEM AS \$35 DOLLARS IS TO MUCH. THEY PROMISED SMELL CONTROL, AS OF 04 16 2006 IT WAS STILL A BAD SMELL, PLEASE DENY THERE RATE INCREASE.

DONALD F ANDERSON
MARY C ANDERSON

GOLD CANYON AZ. 85218

THANK YOU

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Tuesday, April 18, 2006 2:44 PM

[REDACTED]
Subject: RE: GOLD CANYON SEWER COMPANY

Mr & Mrs Anderson,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners are aware of your concerns. Contact me if you have any further issues.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 51226**Date:** 4/18/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Betty

Russell

Account Name:

Betty Russell

Home: (480) 000-0000**Street:**

[REDACTED]

Work:**City:**

Gold Canyon

CBR:**State:**

AZ Zip: 85218

is:**Utility Company:** Gold Canyon Sewer Company**Division:**

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

From: E [REDACTED]

Sent: Tuesday, April 18, 2006 12:54 PM

To: Bradley Morton

Subject: Complaint re: proposed sewer increase

Dear Mr. Morton, I am writing to strongly object to the proposed sewer increase. As I am a widow and part time resident of Mountain Brook Village, this double digit increase would be a severe economic impact for me. I certainly feel a small increase could be merited but not this greedy increase. Please look into this matter for us senior citizens. Sincerely, Betty Russell

[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

From: Bradley Morton

Sent: Tuesday, April 18, 2006 2:38 PM

To: 'BETTY RUSSELL'

Subject: RE: Complaint re: proposed sewer increase

Ms Russell,

I am in receipt of your opinion regarding the Gold canyon Sewer Company rate case. I will docket it and it will become part of the case and the Commissioners will be aware of your concerns. Please contact me if any further issues.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51226

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion No. 2006 - 51224**Date:** 4/18/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Anoush

Gharavi

Account Name: Anoush Gharavi**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ Zip: 85218**is:**

Utility Company: Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

Consumer against rate increase as being too high, feels increase should be spread over several years.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Docketing and rate case process explained to consumer. Confirmed Commissioners will be aware of his concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion **No.** 2006 - 51236**Date:** 4/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** John E.

Kraft

Account Name: John E. Kraft**Home:** (480) 000-0000**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:**

Utility Company: Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

April 15, 2006

Dear Mr. Morton

This letter is in regards to the Algonquin Water Services, L.L.C. (Gold Canyon Sewer Company) request for a rate increase.

As you and the commission are aware, this company committed to NO Increase when they expanded their facilities and committed to pay for the expansion via paid in capital and new development hook-ups. For "these guys" to come before the commission with their rate increase request is as much as telling you they think you are all stupid.

When a company makes a bad decision they pat the piper. I.e: the auto's, airlines, etc. When a company is granted a exclusive franchise to run a business and turns on it's commitments to it's customers and the commission that company should be dis-enfranchised.

What the Gold Canyon Sewer co. needs is new management, not a rate increase.

Respectfully

John E. Kraft

John E. Kraft
[REDACTED]

Gold Canyon, AZ 85218

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

April 19, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon Sewer Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51236

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Fax:

Priority: Respond Within Five Days

Opinion

No. 2006 - 51242

Date: 4/19/2006

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

John P.

Wojciechowski

Account Name:

John P. Wojciechowski

Home: (480) 000-0000

Street:

n/a

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

Mike Weber

Contact Phone: (623) 935-9367

Nature of Complaint:

Docket No SW 02519A-06-0015

Sent: Tuesday, April 18, 2006 3:23 PM

To: Bradley Morton

Subject: 101% rise in rates at Gold Canyon Sewer Company-give me a break.

Mr. Brad Morton, Corporation Commission

Dear Mr. Morton,

I am against the proposed 101% increase of rates by the Gold Canyon Sewer Company (we were told that rates would not increase).

Sincerely,

John P. Wojciechowski
Mountainbrook Village resident
Gold Canyon, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Wednesday, April 19, 2006 9:15 AM

Subject: RE: 101% rise in rates at Gold Canyon Sewer Company-give me a break.

Mr Wojciechowski,

I am in receipt of your opinione regarding the Gold Canyon Sewer Company rate case and I will docket it as part of the case and the Commissioners will be aware of your concerns. Please contact me if you have further issues.
End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51242

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51241

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Delmer

Voss

Account Name:

Delmer Voss

Home: (480) 000-0000

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

From:

[REDACTED]

Sent: Tuesday, April 18, 2006 4:14 PM

To: bmorton@azcc; Bradley Morton

Subject: Sewer Rate Increase

We are not very happy with the sewer increase that is proposed. We live in Gold Canyon five months out of the year. It disapoints us that we have to pay an increased amount year around. We are especially concerned in MBV that the odor problem is not solved. We realize it costs a lot of money, but we still have the odor

Please do not raise the rates!

Delmer & Margieann Voss

[REDACTED]

Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Wednesday, April 19, 2006 9:11 AM

[REDACTED]

Subject: RE: Sewer Rate Increase

Mr & Mrs Voss,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your opinion regarding the Gold Canyon Sewer Company rate case has been received and will be docketed as part of the case and the Commissioners will be aware of your concerns. Please contact me if any further issues.

End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51241

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51257

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Virginia

Carr

Account Name:

Virginia Carr

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip:

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

4/19/06 ***** Docketed SW-02519A-06-0015 *****

Per the customer she wanted to voice her opinion about the notice she received in the mail about the local sewer company wanting to increase their rate by almost double. She is opposed to the rate increase as she is on a fix income. The people living in that community are re-tired people who will not be able to afford this type of rate increase. She doesn't mind a small increase if the company really needs it.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

4/19/06 I spoke with Ms. Carr and thanked her for her opinion. The Arizona Corporation Commission appreciates the time that she took to express her comments in this matter. I advised her that her comments have been noted and will become part of the record. Opinion was docketed under SW-02519A-06-0015.

End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51257

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51255

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Max and Deena**

Warren

Account Name: Max and Deena Warren

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: **Gold Canyon Sewer Company**

Division: Sewer

Contact Name: Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

****DOCKET NO. SW-02519A-06-0015****

Customer sent following letter by e-mail to the Commission -

Mr. Jeff Hatch-Miller, Chairman
Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996 .

Re: GCWWTF Case/Docket No. SW 02519A-00-0638

Dear Mr. Hatch-Miller:

As a resident of Gold Canyon, Arizona and a customer of the Gold Canyon Sewer Company (GCSC), this is being written in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for my residential sewer service.

I cannot find any justification for such an increase. In fact, I wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence were approximately \$300 and GCSC charges us \$420 to discharge it through the sewer system. I believe the \$35 per month charge is already exorbitant.

The GCSC odor problem has not been resolved. The odor is apparent on the golf course adjacent to the sewer plant and also at Basha's store next to it and on Highway 60 when passing by.

I understand that GCSC's charter or grant to do business in Gold Canyon allows them to earn a 10% profit. If that is correct, I believe the commission should audit GCSC's books and determine if they are currently realizing a profit on the \$35 per month charge.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Yours truly,

CC: Commissioners Kristin K. Mayes, William Mundell, Marc Spitzer, Mike Gleasson, Apache Junction/Gold Canyon Independent, Apache Junction News, Sandie Smith, Pinal County Supervisor Dennis Gibson, MBV Homeowners Assoc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with following e-mail -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments have been entered into the Docket for this case and will be reviewed by all five Commissioners before they make a decision.

The Commissioners appreciate you taking the time to make them aware of your opinion in this matter.

Deb Reagan
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51255
